IOT's ITSM-ITIL Roadmap

IOT — Indiana Office of Technology — Powering a State that Works

IOT's Vision
To be a trusted enterprise-technology provider that enables partners to securely deliver high quality services to citizens.

IOT's Mission
To provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so they can better serve our mutual customer, the Hoosier taxpayer.

Information Technology Service Management (ITSM) refers to the entirety of activities – directed by policies, organized and structured in processes and supporting procedures – that are performed by an organization (IOT) to plan, design, deliver, operate and control information technology services offered to customers. The ITSM concept perspectives include: People, Process, Products and Partners.

Information Technology Infrastructure Library (ITIL) is a set of practices to support ITSM. It focuses on aligning IT services with business needs. ITIL describes processes, procedures, tasks and checklists which are not organization-specific, but which can be applied to establish integration with the state's IT strategy, delivering value and maintaining a minimum level of competency while providing cost-effective, quality services.
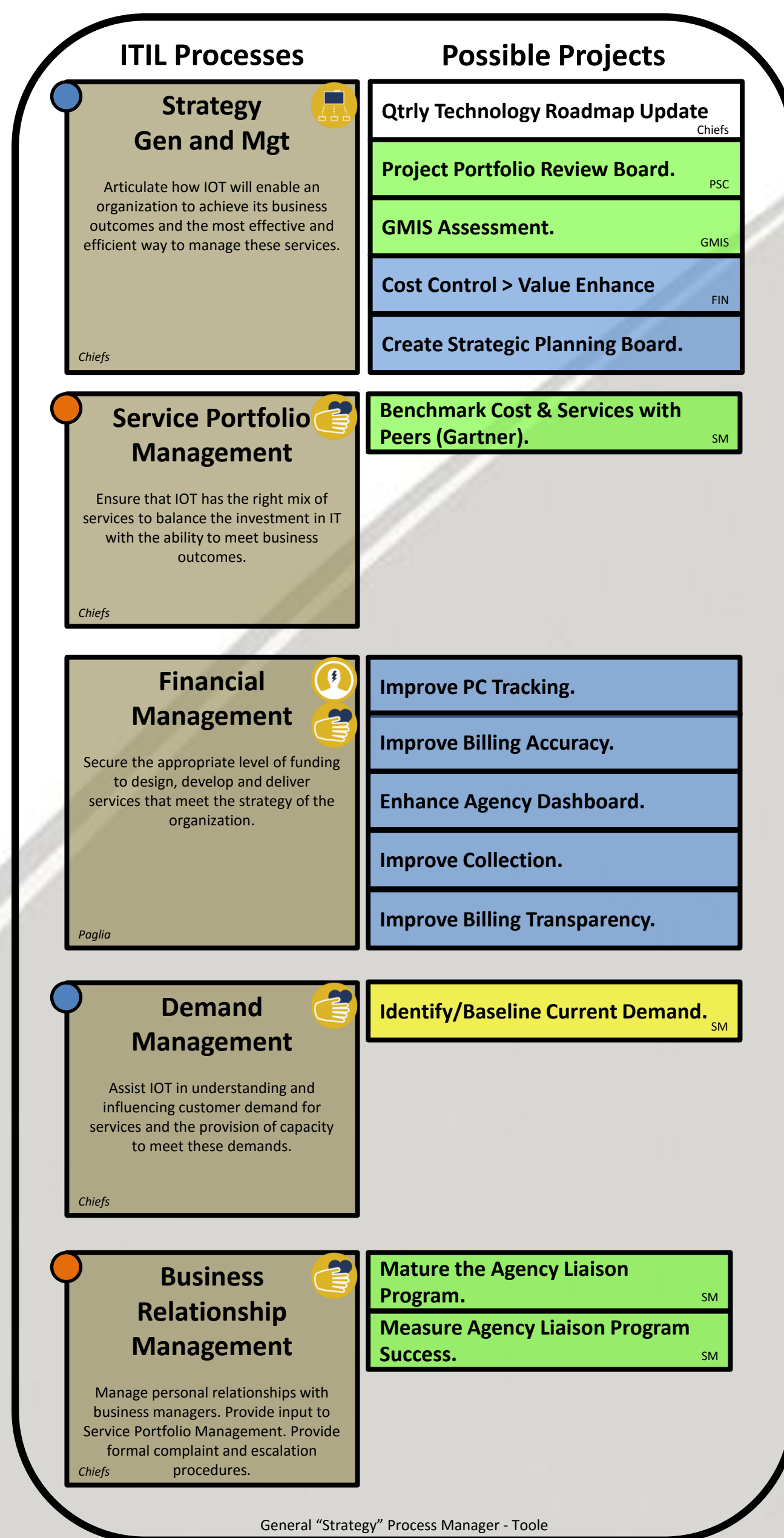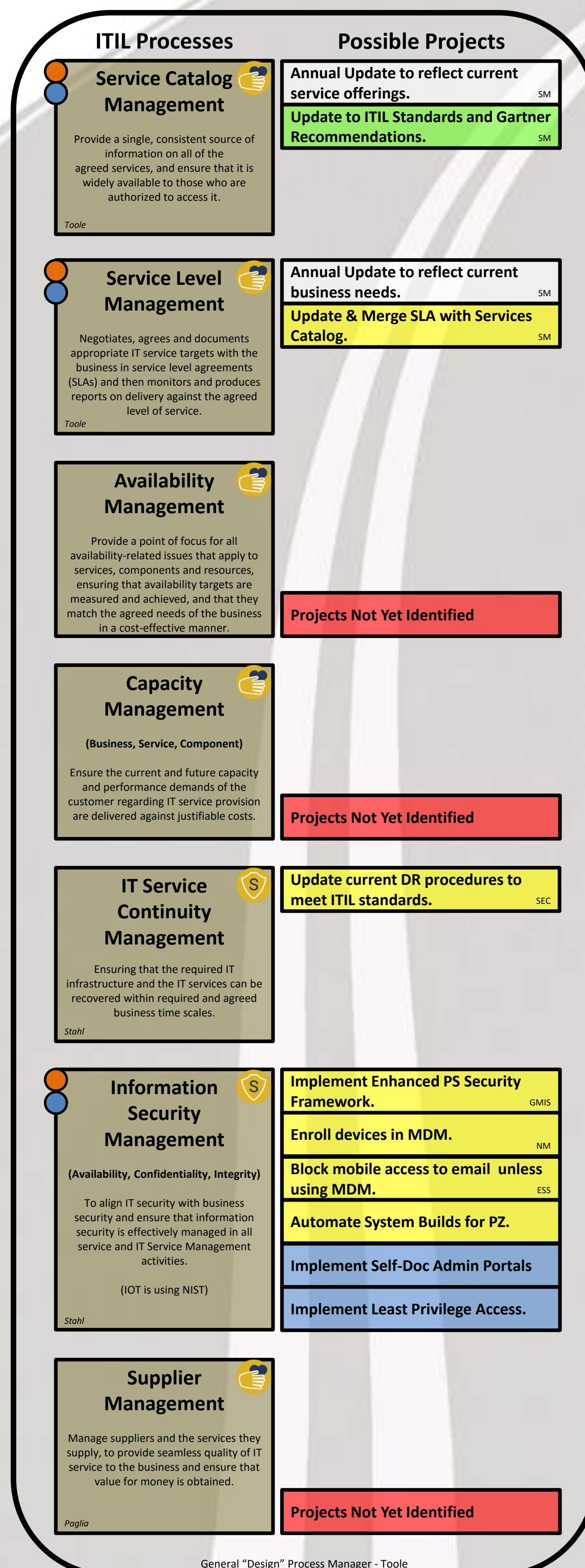
IOT's ITSM-ITIL Initiative was established by the IOT CIO on 1/1/2016. ITIL will now be used within IOT where applicable to demonstrate compliance; to plan, implement and measure improvements resulting in increased customer service; and to help IOT transition from a primarily operations-based environment to an operations/project-based environment. In essence, help IOT achieve their Vision and Mission.

Service Strategy — Phase 1
Establish how to design, develop and implement IT service management as an organizational capability and a strategic asset.
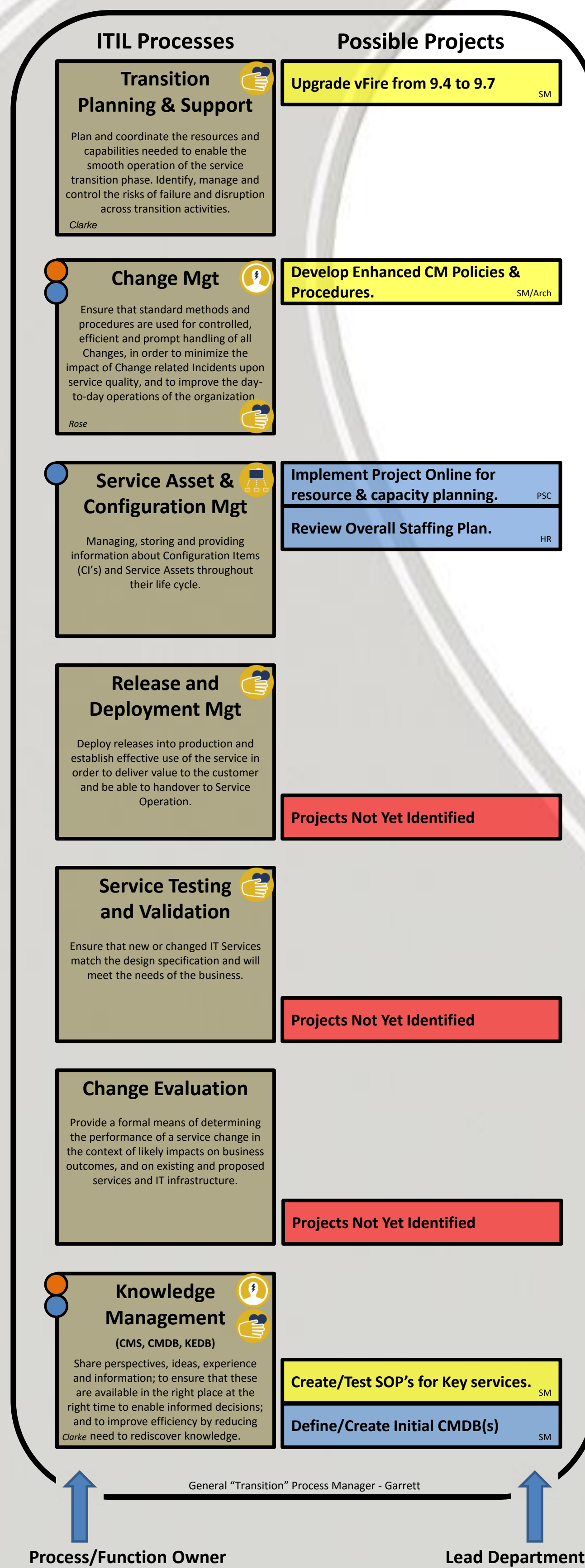
ITIL Processes	Possible Projects
Strategy Gen and Mgt — Articulate how IOT will enable an organization to achieve its business outcomes and the most effective and efficient way to manage these services. *Chiefs*	Qtrly Technology Roadmap Update *Chiefs*; Project Portfolio Review Board. *PSC*; GMIS Assessment. *GMIS*; Cost Control > Value Enhance *FIN*; Create Strategic Planning Board.
Service Portfolio Management — Ensure that IOT has the right mix of services to balance the investment in IT with the ability to meet business outcomes. *Chiefs*	Benchmark Cost & Services with Peers (Gartner). *SM*
Financial Management — Secure the appropriate level of funding to design, develop and deliver services that meet the strategy of the organization. *Paglia*	Improve PC Tracking.; Improve Billing Accuracy.; Enhance Agency Dashboard.; Improve Collection.; Improve Billing Transparency.
Demand Management — Assist IOT in understanding and influencing customer demand for services and the provision of capacity to meet these demands. *Chiefs*	Identify/Baseline Current Demand. *SM*
Business Relationship Management — Manage personal relationships with business managers. Provide input to Service Portfolio Management. Provide formal complaint and escalation procedures. *Chiefs*	Mature the Agency Liaison Program. *SM*; Measure Agency Liaison Program Success. *SM*

General "Strategy" Process Manager - Toole

vFire – IOT's ITSM System
System Administrator - Lewis

vFire Modules in Use Include:
1. Foundation
2. Service desk
3. Workflow Management
4. Customer Portal
5. Knowledge Bank
6. Asset Management
7. Integration Platform

For Indiana State Government Only.
Maintained by the Deputy CAO – John Toole
IOT Service Management (SM) Department
Updated June 1, 2017

Service Design — Phase 2
Design and development of services and service management practices required to meet customers availability requirements.

ITIL Processes	Possible Projects
Service Catalog Management — Provide a single, consistent source of information on all of the agreed services, and ensure that it is widely available to those who are authorized to access it. *Toole*	Annual Update to reflect current service offerings.; Update to ITIL Standards and Gartner Recommendations. *SM*
Service Level Management — Negotiates, agrees and documents appropriate IT service targets with the business in service level agreements (SLAs) and then monitors and produces reports on delivery against the agreed level of service. *Toole*	Annual Update to reflect current business needs.; Update & Merge SLA with Services Catalog. *SM*
Availability Management — Provide a point of focus for all availability-related issues that apply to services, components and resources, ensuring that availability targets are measured and achieved, and that they match the agreed needs of the business in a cost-effective manner.	Projects Not Yet Identified
Capacity Management (Business, Service, Component) — Ensure the current and future capacity and performance demands of the customer regarding IT service provision are delivered against justifiable costs.	Projects Not Yet Identified
IT Service Continuity Management — Ensuring that the required IT infrastructure and the IT services can be recovered within required and agreed business time scales. *Stahl*	Update current DR procedures to meet ITIL standards. *SEC*
Information Security Management (Availability, Confidentiality, Integrity) — To align IT security with business security and ensure that information security is effectively managed in all service and IT Service Management activities. (IOT is using NIST) *Stahl*	Implement Enhanced PS Security Framework. *GMIS*; Enroll devices in MDM. *NM*; Block mobile access to email unless using MDM. *ESS*; Automate System Builds for PZ.; Implement Self-Doc Admin Portals; Implement Least Privilege Access.
Supplier Management — Manage suppliers and the services they supply, to provide seamless quality of IT service to the business and ensure that value for money is obtained. *Paglia*	Projects Not Yet Identified

General "Design" Process Manager - Toole

Service Transition — Phase 3
Development and improvement of capabilities for transitioning new and changed services into live service operation, assuring function & fitness.
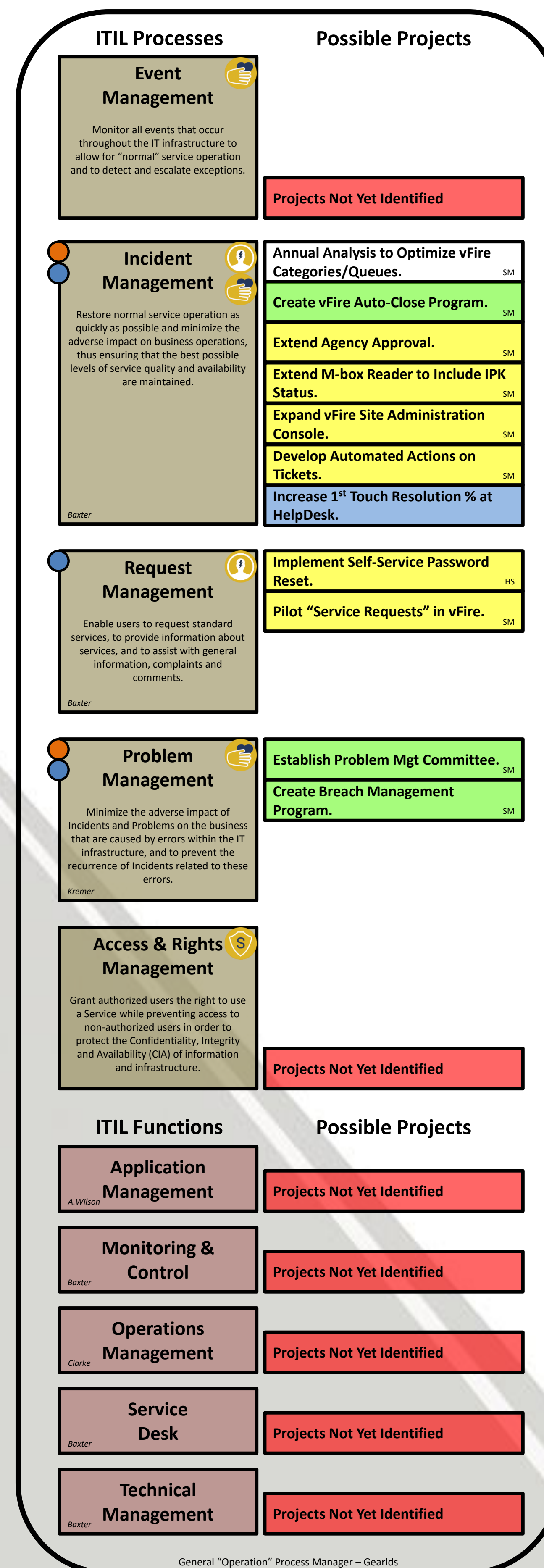
ITIL Processes	Possible Projects
Transition Planning & Support — Plan and coordinate the resources and capabilities needed to enable the smooth operation of the service transition phase. Identify, manage and control the risks of failure and disruption across transition activities. *Clarke*	Upgrade vFire from 9.4 to 9.7 *SM*
Change Mgt — Ensure that standard methods and procedures are used for controlled, efficient and prompt handling of all Changes, in order to minimize the impact of Change related Incidents upon service quality, and to improve the day-to-day operations of the organization. *Rose*	Develop Enhanced CM Policies & Procedures. *SM/Arch*
Service Asset & Configuration Mgt — Managing, storing and providing information about Configuration Items (CI's) and Service Assets throughout their life cycle.	Implement Project Online for resource & capacity planning. *PSC*; Review Overall Staffing Plan. *HR*
Release and Deployment Mgt — Deploy releases into production and establish effective use of the service in order to deliver value to the customer and be able to handover to Service Operation.	Projects Not Yet Identified
Service Testing and Validation — Ensure that new or changed IT Services match the design specification and will meet the needs of the business.	Projects Not Yet Identified
Change Evaluation — Provide a formal means of determining the performance of a service change in the context of likely impacts on business outcomes, and on existing and proposed services and IT infrastructure.	Projects Not Yet Identified
Knowledge Management (CMS, CMDB, KEDB) — Share perspectives, ideas, experience and information; to ensure that these are available in the right place at the right time to enable informed decisions; and to improve efficiency by reducing need to rediscover knowledge. *Clarke*	Create/Test SOP's for Key services.; Define/Create Initial CMDB(s) *SM*

General "Transition" Process Manager - Garrett

Process/Function Owner — Responsible for ensuring that a Process is fit for purpose. Responsibilities include sponsorship, and oversite of the Design, Change Mgt and continual improvement of the Process and its Metrics.

Lead Department — Primary dept. responsible for managing and/or implementing the specific project.
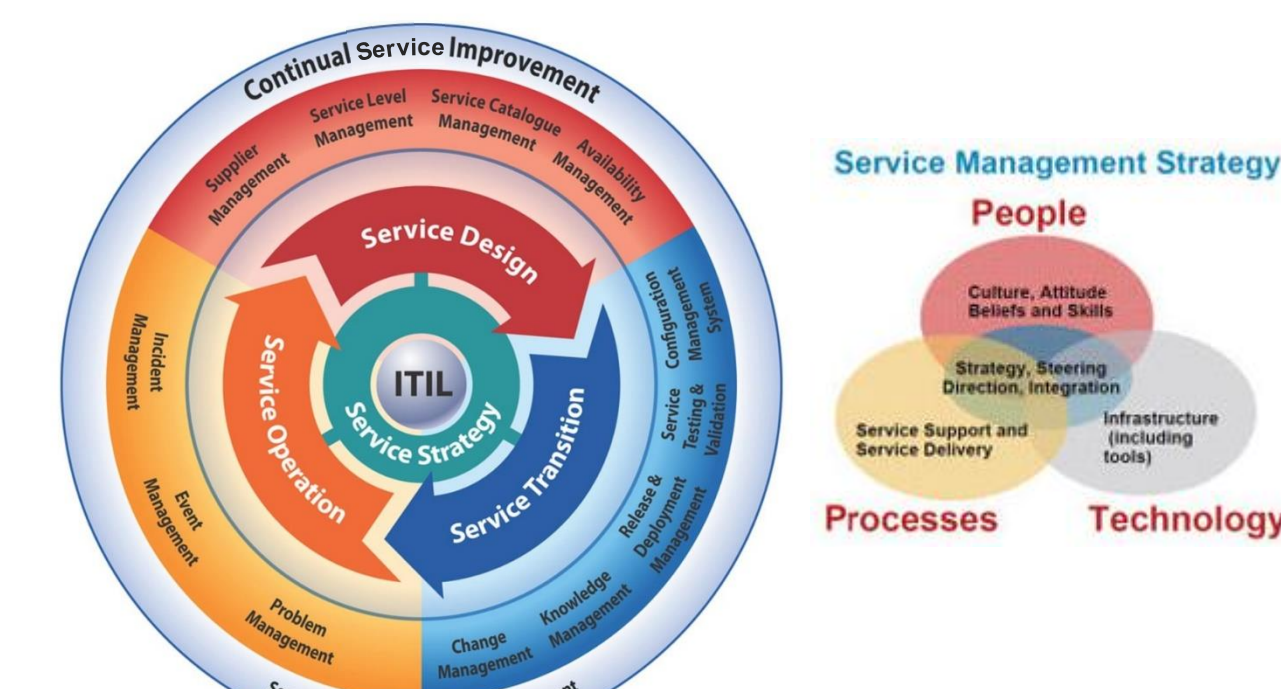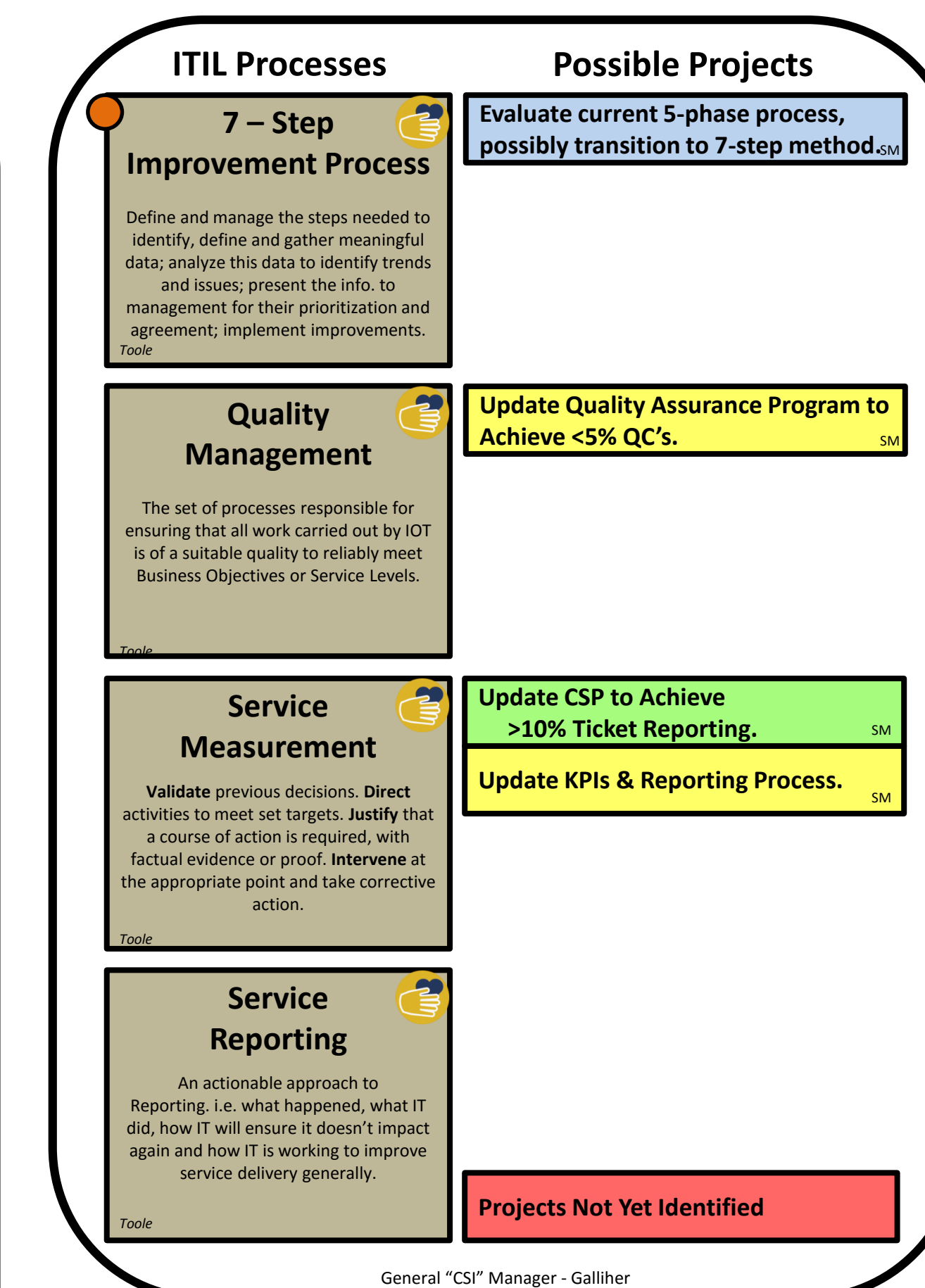

Service Operation — Phase 4
Achieve effectiveness and efficiency in the delivery and support of services to ensure value for the customer and the service provider.

ITIL Processes	Possible Projects
Event Management — Monitor all events that occur throughout the IT infrastructure to allow for "normal" service operation and to detect and escalate exceptions.	Projects Not Yet Identified
Incident Management — Restore normal service operation as quickly as possible and minimize the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. *Baxter*	Annual Analysis to Optimize vFire Categories/Queues. *SM*; Create vFire Auto-Close Program. *SM*; Extend Agency Approval. *SM*; Extend M-box Reader to Include IPK Status.; Expand vFire Site Administration Console. *SM*; Develop Automated Actions on Tickets. *SM*; Increase 1st Touch Resolution % at HelpDesk.
Request Management — Enable users to request standard services, to provide information about services, and to assist with general information, complaints and comments. *Baxter*	Implement Self-Service Password Reset. *HS*; Pilot "Service Requests" in vFire.
Problem Management — Minimize the adverse impact of Incidents and Problems on the business that are caused by errors within the IT infrastructure, and to prevent the recurrence of Incidents related to these errors. *Kremer*	Establish Problem Mgt Committee.; Create Breach Management Program. *SM*
Access & Rights Management — Grant authorized users the right to use a Service while preventing access to non-authorized users in order to protect the Confidentiality, Integrity and Availability (CIA) of information and infrastructure.	Projects Not Yet Identified

ITIL Functions	Possible Projects
Application Management *A. Wilson*	Projects Not Yet Identified
Monitoring & Control *Baxter*	Projects Not Yet Identified
Operations Management *Clarke*	Projects Not Yet Identified
Service Desk *Baxter*	Projects Not Yet Identified
Technical Management *Baxter*	Projects Not Yet Identified

General "Operation" Process Manager – Gearlds

Continual Service Improvement - Phase 5
Maintain value for customers through the continual evaluation and improvement of the quality of services and the overall service maturity.

ITIL Processes	Possible Projects
7 – Step Improvement Process — Define and manage the steps needed to identify, define and gather meaningful data; analyze this data to identify trends and issues; present the info. to management for their prioritization and agreement; implement improvements. *Toole*	Evaluate current 5-phase process, possibly transition to 7-step method. *SM*
Quality Management — The set of processes responsible for ensuring that all work carried out by IOT is of a suitable quality to reliably meet Business Objectives or Service Levels. *Toole*	Update Quality Assurance Program to Achieve <5% QC's. *SM*
Service Measurement — Validate previous decisions. Direct activities to meet set targets. Justify that a course of action is required, with factual evidence or proof. Intervene at the appropriate point and take corrective action. *Toole*	Update CSP to Achieve >10% Ticket Reporting. *SM*; Update KPIs & Reporting Process. *SM*
Service Reporting — An actionable approach to Reporting. i.e. what happened, what IT did, how IT will ensure it doesn't impact again and how IT is working to improve service delivery generally. *Toole*	Projects Not Yet Identified

General "CSI" Manager - Galliher

Service Management Strategy — People, Processes, Technology

Color/Symbol KEY

- 🟠 = IOT CIO "Recommended Area of Focus"
- 🔵 = Gartner "Recommended Area of Focus"

Project Goal(s):
- 💲 = Maximize Security
- = Improve Customer Relationships
- = Empower State Workers
- = Projects & Resource Allocations

Project Timeframe:

Completed	10	2018 Focus Areas	14
2017 Focus Areas	19	**Future Focus Areas**	14